

**DEPARTMENT OF HEALTH SERVICES  
DIVISION OF HEALTH CARE ACCESS AND ACCOUNTABILITY  
ADMINISTRATOR'S MEMO SERIES**

**NOTICE: 11-01**

**DATE:** May 18, 2011

**DISPOSAL DATE:**  
December 31, 2012

**RE:** Transportation Manager

To: County Departments of Human Services Directors  
County Departments of Social Services Directors  
Tribal Chairpersons/Human Services Facilitators  
Tribal Economic Support Directors

From: Brett Davis, Administrator  
Division of Health Care Access and Accountability

**PURPOSE:**

This memo provides information on the Wisconsin Medicaid and BadgerCare Plus Transportation Manager.

**Effective July 1, 2011, ForwardHealth will begin using a new non-emergency medical transportation manager (LogisticCare Solutions, LLC) to arrange all rides to covered medical appointments for Wisconsin Medicaid and BadgerCare Plus participants.**

**BACKGROUND:**

The 2009-2011 Biennial Budget included a provision allowing the Wisconsin Department of Health Services to implement a transportation management initiative for non-emergency medical transportation (NEMT). The new transportation manager begins July 1, 2011.

Under the transportation manager initiative BadgerCare Plus and SSI members in six south east counties (Milwaukee, Waukesha, Ozaukee, Kenosha, Racine, and Washington) will not participate in the initiative and will retain NEMT services through their HMOs. Family Care members and members residing in a nursing home likewise will not be included in this initiative. All other eligible members across the state will be required to obtain their NEMT services through the transportation manager.

**REIMBURSEMENT:**

1. Counties will be reimbursed for common carrier NEMT expenditures incurred on dates of service prior to July 1, 2011 by using the existing CARS line for transportation.
2. Counties may submit claims for reimbursement of those services for up to one year after the date of service (per timely filing guidelines).

Counties should encourage their common carriers to submit their claims for reimbursement as soon as possible.

If you have questions, please contact Stacia Jankowski at [Stacia.jankowski@wisconsin.gov](mailto:Stacia.jankowski@wisconsin.gov).